

**Illinois Commerce Commission
Part 731 Rulemaking
Proposed List of Wholesale
Service Measures**

A = Allegiance C = Citizens M = McLeodUSA P = PrimeCo
S = SBC/Ameritech V = Verizon W = WorldCom

| # | Proposed Measure | Firms Proposing | | | | | |
|------------------------------|--|-----------------|--|--|---|---|---|
| | | | | | | | |
| Pre-Ordering/Ordering | | | | | | | |
| | | | | | | | |
| 1. | Average Response Time For OSS Pre-Order Interfaces | A | | | | S | |
| 2. | Accuracy of Actual Loop Makeup Information (DSL also) | A | | | | | W |
| 3. | Loop Makeup Response Time (Manual and Electronic) | A | | | | | |
| 4. | Percent Responses Received Within "X" Seconds – OSS Interfaces | A | | | | | |
| 5. | OSS Interface Availability | A | | | | | W |
| 6. | Average Interface Outage Notification | | | | | | W |
| 7. | Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours | A | | | P | | W |
| 8. | Mean Time to Return Manual Rejects that are Received via an Electronic Interface | A | | | | | W |
| 9. | Percent Mechanized Rejects Returned Within One Hour of Receipt of Reject Order | | | | | | W |
| 10. | Percent Rejects | A | | | | | W |
| 11. | Average Time to Return Mechanized Completions | | | | | | W |
| 12. | Mechanized Provisioning Accuracy | A | | | | | |
| 13. | Order Process Percent Flow Through | A | | | | | W |
| 14. | Order Acknowledgment/Confirmation | A | | | | | |

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|---------------------|---|---|---|---|---|---|---|---|
| | Timeliness and Completeness | | | | | | | |
| 15. | Reject Timeliness | A | | | | | | |
| 16. | Percent Rejected | A | | | | | | |
| 17. | Firm Order Confirmation Timeliness | A | | | P | S | | W |
| 18. | Speed of Answer – Ordering Center | A | | | | S | | W |
| 19. | Firm Order Confirmation and Reject Response Completeness | A | | | P | | | |
| 20. | Speed of Answer – Billing Office | | | M | | | V | W |
| 21. | Speed of Answer – Operator and Directory | | | | | S | V | |
| Billing | | | | | | | | |
| 22. | Billing Accuracy | A | | | | | | W |
| 23. | Percent of Usage Records Transmitted Correctly | A | | | | | | |
| 24. | Percent of Accurate and Complete Formatted Mechanized Bills Via EDI, BDT, or CABS | | | | | | | W |
| 25. | Billing Completeness | A | | | | | | W |
| 26. | Billing Timeliness (wholesale Bill) | A | | | | | | |
| 27. | Daily Usage Feed Timeliness | A | | | | | | |
| Provisioning | | | | | | | | |
| 28. | Average/Mean Installation Interval (Offered and Completed) | A | | M | | | | W |
| 29. | Installations Completed Within “X” Days (Resale and UNE) | A | C | M | | S | V | W |

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|----------------------------|---|---|--|---|---|---|---|---|
| 30. | Percent LEC Caused Missed Due Dates | A | | M | P | S | | W |
| 31. | Percent Trouble Reports within 30 Days of Installation | A | | M | | S | V | W |
| 32. | Missed Appointments/Commitments | A | | M | | | | W |
| 33. | Installation Quality | A | | | | | | |
| 34. | Average Delay Days on Missed Installation Orders | | | | | | | W |
| 35. | Jeopardy Notice/Reports (Intervals and Percentage of Orders Given Jeopardy Notices) | A | | | | | | W |
| 36. | Percent Installations Completed With Customer Requested Due Date | | | M | | | | W |
| 37. | Percent LEC Caused Missed Due Dates Due to Lack of Facilities | | | M | | | | W |
| 38. | Average Delayed Days For Missed Due Dates Due to Lack of Facilities | | | M | | | | |
| 39. | Average Delayed Days For Due Dates Due to Lack of Facilities | | | M | | | | |
| Hot Cut Performance | | | | | | | | |
| 40. | Premature Disconnects (Coordinated Cutovers) | A | | | | | | |
| 41. | CHC/FDT LNP with Loop Provisioning Interval | A | | | | | | |
| 42. | LEC Caused Delayed Coordinated Cutovers | A | | | | | | |
| 43. | Provisioning Trouble Reports | A | | | | | | |

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|---------------------------------|--|---|---|---|---|---|---|---|
| 44. | Mean Time to Restore | A | | | | | | |
| | | | | | | | | |
| Local Number Portability | | | | | | | | |
| | | | | | | | | |
| 45. | LNP Due Dates | A | | | | | | |
| | | | | | | | | |
| 46. | Number of FOCs Returned Within "X" Hours | A | | | | | | |
| | | | | | | | | |
| 47. | Average Time to Return FOC | A | | | | | | |
| | | | | | | | | |
| 48. | Percentage Pre-mature Disconnects for LNP Orders | A | | | | | | |
| | | | | | | | | |
| 49. | Percentage Trouble LNP (I-Reports) in 30 Days | A | | | | | | |
| | | | | | | | | |
| 50. | LEC Missed Due Dates | A | | | | | | |
| | | | | | | | | |
| 51. | Time of Out of Service for LNP Conversions | A | | | | | | |
| | | | | | | | | |
| 52. | Number Out of Service < 60 minutes | A | | | | | | |
| | | | | | | | | |
| 53. | Percent NXXs Loaded and Tested Prior to Effective Date | | | M | | | | |
| | | | | | | | | |
| E 911 | | | | | | | | |
| | | | | | | | | |
| 54. | Timeliness (clear errors, update database) | A | | | | | | |
| | | | | | | | | |
| 55. | Accuracy | A | | | | | | |
| | | | | | | | | |
| Maintenance | | | | | | | | |
| | | | | | | | | |
| 56. | Trouble Report Rate | A | | M | P | S | V | W |
| | | | | | | | | |
| 57. | Missed Repair Appointments/Commitments | A | | M | | S | | W |
| | | | | | | | | |
| 58. | Mean Time to Repair (aka, "Receipt to Clear) | A | | M | P | | | W |
| | | | | | | | | |
| 59. | Percent Out of Service > 24 Hours (Resale and UNE) | A | C | M | | S | V | W |

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|-----------------------------|--|---|--|---|---|---|---|---|
| 60. | Repeat Trouble Reports | A | | M | P | S | V | W |
| 61. | Average Answer Time – Repair Centers | A | | M | | S | V | |
| Network/Trunk Groups | | | | | | | | |
| 62. | Percentage of Trunk Blockage (Call Blockage) | A | | M | | S | V | |
| 63. | Percentage of Trunk Blockage (Trunk Groups) | A | | | | | | |
| 64. | Common Transport Trunk Blockage | A | | | | | | |
| 65. | Distribution Of Common Transport Trunk Groups > 2% | A | | | | | | |
| 66. | Percentage Missed Due Dates – Interconnection Trunks | A | | | | | | |
| 67. | Delay Days For Missed Due Dates – Interconnection Trunks | A | | | | | | |
| 68. | LEC Caused Missed Due Dates > 30 Days – Interconnection Trunks | A | | | | | | |
| 69. | Trunk Restoration Interval – Interconnection Trunks | A | | | | | | |
| 70. | Trunk Restoration Interval for Service Affecting Trunk Groups | A | | | | | | |
| 71. | Dial Tone Speed | | | | | | V | |
| 72. | Analog Loops | | | | | | V | |
| 73. | Transmission Loss Limit on an Analog Local Loop | | | | | | V | |

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|-----------------------|--|---|--|--|--|--|---|---|
| 74. | Transmission Loss Limit on an Analog Interoffice Trunk | | | | | | V | |
| 75. | Transmission Loss Limit on an Analog toll Terminating Trunk | | | | | | v | |
| 76. | Transmission Loss Limit on a Digital Interoffice Trunk | | | | | | V | |
| 77. | Loop Current Minimum | | | | | | V | |
| 78. | Power Influence Maximum | | | | | | V | |
| 79. | Interconnection Trunk Installation Interval | A | | | | | | |
| 80. | Collocation Performance (Response Time, Arrangement time and missed due dates) | A | | | | | | |
| Special Access | | | | | | | | |
| 81. | FOC Receipt | | | | | | | W |
| 82. | FOC Receipt Past Due | | | | | | | W |
| 83. | Offered Versus Requested Due Date | | | | | | | W |
| 84. | On Time Performance to FOC Due Date | | | | | | | W |
| 85. | Days Late | | | | | | | W |
| 86. | Average Intervals – Requested / Offered / Installation | | | | | | | W |
| 87. | Past Due Circuits | | | | | | | W |
| 88. | New Installation Trouble Report Rate | | | | | | | W |
| 89. | Failure Rate | | | | | | | W |
| 90. | Mean Time to Restore | | | | | | | W |

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| | | | | | | | | |
| 91. | Repeat Trouble Report Rate | | | | | | | W |
| | | | | | | | | |
| Other | | | | | | | | |
| | | | | | | | | |
| 92. | Directory Listing Quality | | | M | | | | |
| | | | | | | | | |
| 93. | Directory Listing Timeliness | | | M | | | | |
| | | | | | | | | |
| 94. | ASR Request Date to In-Service Date | | | | P | | | |
| | | | | | | | | |
| 95. | Offered as Compared to Requested Due Dates | | | | P | | | |
| | | | | | | | | |
| 96. | On-Time Delivery | | | | P | | | |
| | | | | | | | | |
| 97. | Comparative Measure of the Average Requested Interval, Average Offered Interval, and Average Installation Interval | | | | P | | | |
| | | | | | | | | |
| 98. | Network Availability | | | | P | | | |
| | | | | | | | | |
| 99. | Percent XDSL Capable Loop Orders Requiring Removal of Load Coils and/or Repeaters | | | | | | | W |
| | | | | | | | | |
| 100 | Percent of Updated Completed Into the DA Database Within 72 Hours | | | | | | | W |
| | | | | | | | | |
| 101 | Timeliness of Change Management Notices | | | | | | | W |
| | | | | | | | | |
| 102 | Percent No Access UNE Loops | | | | | | | W |
| | | | | | | | | |